

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080

W-02450A-09-0081
W-01712A-09-0082



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ARIZONA CORPORATION COMMI:
UTILITY COMPLAINT FORM

ORIGINAL

57
CO

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 80540 Date: 7/22/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Vincent Last: Farrell

Account Name: Vincent Farrell Home:
Street: Work: (000) 000-0000
City: Maricopa CBR:
State: AZ Zip: 85138 is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Contact Phone: ()

Nature of Complaint:
7/22/09 Received email from Mr. Farrell

From: vinny farrell |
Sent: Tuesday, July 21, 2009 10:38 AM
To: Utilities Div - Mailbox
Subject: Global Water Price increase.

Hello,

I'm writing today to persuade the rejection to the proposal from Global Water to increase the rates in the city of Maricopa. The cash strapped residents of Maricopa currently pay double what neighboring cities pay and a further increase will cause a financial disaster. Many of us in Maricopa have had to severely alter our financial life to stay afloat, Global needs to do the same.

The proposed extreme increase in rates will only further drive people out of Maricopa. I ask that Global, like the rest of the businesses in Maricopa and Arizona deal with the economic downturn through financial responsibility, not through writing themselves a larger paycheck.

The docket numbers are below.
Thank you for your time,
Vincent Farrell

RECEIVED
2009 JUL 23 A 11:54
AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

JUL 28 2009

SW-20445A-09-0077 W-02451A-09-0078 W-01732A-09-0079

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W-20446A-09-0080 W-02450A-09-0081 W-01212A-09-0082
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/22/09 Email response to Mr. Farrell

July 22, 2009

RE: Global Water-Santa Cruz Water Company

Dear Water Customer:

Your email regarding the Global Water-Santa Cruz Water Company ("Global Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Global Water application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 7/22/2009

Opinion No. 2009 - 80540

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

is due to the need to have an targeted 8.3% rate of return on their money. While this is a very admirable goal , in this economy that is not realistic. If they are able in this market to have a meager 1% return on their investment until such time that the economy returns to flourish. This is not an issue of Global Water going out of business but rather how much interest they earn. It is an issue of homeowners having to give up their homes and HOA's violating thier very purpose by making moves which negatively impact home values.

I implore the Arizona Corperate Commission to deny any rate increase at all at this time and maintain the value and service needed in a community like Maricopa.

Thank you for you consideration.

Sincerely,

Alan Suckerman

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/22/09 Email response sent to Mr. Alan Suckerman.

July 22, 2009

RE: Global Water-Santa Cruz Water Company

Dear Water Customer:

Your email regarding the Global Water-Santa Cruz Water Company ("Global Water") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Global Water application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 7/22/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 80541

SW-20445A-09-0077
W-01451A-09-0078
W-01722A-09-0079
W-20446A-09-0080

W-01450A-09-0081
W-01722A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 80327

Date: 7/13/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **Denise Leach**

Account Name: Denise Leach

Home:

Street:

Work: (000) 000-0000

City: n/a

CBR:

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Global Water-Palo Verde Utilities Company

Division: Sewer

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

In this economy, it is absolutely absurd that a utility company of this size needs to increase rates in an already faltering community. With the number of foreclosed and vacant homes in Maricopa, Global Water Santa Cruz subsidiary should have already lessened their expenses. Global Water had mismanaged their income and it is unfair to ask the already over burdened, pay check to pay check, Robbing Peter to pay Paul citizens of this community to pay any more.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/13/09 emailed response to Mr. Leach

July 13, 2009

RE: GLOBAL WATER-PALO VERDE UTILITIES COMPANY

Dear Customer:

Your letter regarding the Global Water-Palo Verde Utilities Company ("Palo Verde") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 7/13/2009

Opinion No. 2009 - 80327

SW 20445A-09-0077

W 02451A-09-0078

W 01732A-09-0079

W 20446A-09-0080

W 02450A-09-0081

W 01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80555

Date: 7/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Steve Last: Felker

Account Name: Steve Felker Home: (520) 000-0000

Street: n/a Work:

City: Maricopa CBR:

State: AZ Zip: 00000 is:

Utility Company: Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

From: Steve Felker [REDACTED]
Sent: Tuesday, July 21, 2009 11:01 PM
To: Utilities Div - Mailbox
Subject: Regarding Global Water's Proposed Rate Increases

re: docket numbers:
sw-20445a-09-0077 (the "s" here may be a typo in the Maricopa Communicator)
w-02451a-09-0078
w-01732a-09-0079
w-20446a-09-0080
w-02450a-09-0081
w-01212a-09-0082

To whom it may concern,

Like the hundreds of other people you have probably received email from, I would like to express my extreme displeasure with Global Water and their proposed rate increase.

The photograph of the sign on the reception desk at Global Water's office featured on the front page of the Maricopa Communicator newspaper really sums up their greed and total disregard for their customers. This sign states: "SERVICE RECONNECTION will incur a \$60.00 fee payable prior to the reconnection of service." and the caption under the photo states: "To avoid a possible disconnect notice and reconnection fee, Global Water customers' funds must be received and in their system by the due date." I believe that if customers had a reasonable amount of time to pay their bill, there would be far less incidents of payments not posting to their accounts in time. Most utilities allow 20 or more days for payment (unfortunately, the term "Net 30" is a thing of the past), but not Global Water - their bills are due within 2 weeks of the post mark. I have received Global Water bills with due dates 9 days from the date I received the bill (which was only 1 day past the post mark).

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Heaven forbid I take a vacation. Then, they charge a customer \$60 to reconnect their service when their payment didn't arrive in time? How is that not illegal? When I called their office to complain about this practice I was told to give them my checking account number so they could just take the money when they wanted. Not trusting them with my checking account, I offered them a credit card for automatic payments, but they refused to accept it. I told them I would set up automatic payment through my credit union, but that the first payment may take more than 10 business days to arrive (about equal to their most liberal billing cycle). They reassured me that I would incur a late fee and my service would be subject to disconnection if the payment wasn't received by the due date, despite being a customer in good standing for over 3 years.

When discussing the quality of their product, the story doesn't get any better. In Rancho El Dorado and Cobblestone Farms, the water pressure exceeds the recommended residential maximum of 60 psi by more than 50% at peak times during the night. This has caused countless houses to flood because their plumbing fixtures simply couldn't withstand the pressure and blew apart. I and many of my neighbors have been forced to have water pressure reducers installed to prevent such a catastrophe in our homes (\$300+, professionally installed). At the other end of the spectrum, I am told residents in other areas of Maricopa have such extremely low pressure, Global Water has installed larger than standard water meters (at an additional cost to the customer, of course) as a paltry attempt to help the situation. Residents in the vicinity of Rancho El Dorado Parkway and Goles Drive probably have quite a bit to say about the overwhelming smell of raw sewage in the area as well. It is bad enough to drive through it, I can't imagine living there, but it has remained unchanged for as long as we have lived here.

Despite all this, they actually have the audacity to request a rate increase? And not even a reasonable increase, but a 115% increase in sewer, a 31% increase in base water cost, and depending on usage, up to an 83% increase for the water itself? In my household, I have 3 people showering every day, I have a large pool, a nice sized grass area, and a lot of plants and trees. Admittedly, we use more water than the average household at about 20,000 gallons per month on average. If Global Water gets their wish, my average bill (not including AZ Tax, Superfund Tax, and Regulatory Assessments) will increase from \$108 per month to \$175, or 62%. And if I were unfortunate enough to use an extra 5001 gallons (25,001 total) one month (say I had to refill my pool), my bill would be \$218 - an increase of 102% over today's rates! Global Water's rates are already 74% higher than the Town of Gilbert's residential rates for water and sewer (according to posted rates as of 7/1/09 on their web site). This is extortion. Plain and simple.

Global Water is not the only company exercising their monopoly power to royally screw over Maricopa residents. In the last 3 years, I have watched my Electric District 3 (electric utility) bill increase by 43%. Based on published rates from SRP and APS' web sites, I found that ED3's rates are currently 35% higher than SRP's standard rate, and 14% higher than APS' standard rate. By standard rate, I am referring to the non-time-of-use plans.

When will this stop? This recession is affecting everyone. I have watched more friends and co-workers than I can count lose their jobs in recent months. Foreclosures are rampant as are failing businesses. Both my wife and I have taken a 9% pay cut for the entire of 2009, with no assurance that it will be reinstated in 2010, and we consider ourselves fortunate. Yet these companies feel that it is appropriate to impose these kinds of massive rate increases on Maricopa residents? Fortunately we are still able to pay our bills, but what about the people who have been struggling all along? People who moved to Maricopa based on information at hand, who simply cannot afford these continuous and outrageous rate increases. Many people have already left Maricopa. It would be naive to think that these incredible utility rate increases aren't a contributing factor to the mass exodus that the City of Maricopa has experienced.

So where is government regulation? Where is our community advocate? For ED3's last rate hike, they took the underhanded approach of silently switching the rates for the 2 tiers. So instead of the first 500 KWH being the most expensive, now it is the least expensive, and the remainder is the most expensive. They made this change in November (2008) when electricity usage is at it's lowest so it wouldn't be noticed. This resulted in an 18% increase in my bill this month, and the highest electricity bill I have ever seen in my life (by nearly \$70). SouthWest Gas pulled a similar stunt just in time for Christmas (2008) and the heavier winter usage months

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

when they removed the lower rate tier for usage over 35 therms. In my heaviest usage month, this resulted in a 5.5% rate increase (not including the 10% base fee increase that appeared in the same bill). Again, a change that only someone who was watching carefully would even have noticed.

They can argue that these tough times are forcing their hand, but if that is really true, why has Oribtel Communications not changed their rates in over 3 and a half years, while at the same time increasing their internet connection speed by 225%? In the last 3 and a half years, Brinks Home Security has not changed their rates. Waste Management increased their rates by 7% a year ago, but added much needed recycling service to Maricopa; a more that resonable trade-off, I think. Despite the mass exodus of residents in Rancho El Dorado, our HOA assessment fee has not changed in over 2 years, and at that time, it was an increase of only \$5 per quarter.

*** note that all percentage increases listed are calculated based on changes in charged rates, and do not include the resulting increases in taxes or other fees that result from these increases. ***

Please help insure that the residents of the City of Maricopa are treated fairly by the businesses that we have no choice but to use for our basic needs. Thank you for your time.

Sincerely,
Steve Felker
Maricopa Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Thursday, July 23, 2009 7:45 AM
Subject: Global Water

Mr. Felker,

This is to acknowledge receipt by the Arizona Corporation Commission of you opinion involving the Global Water rate case. It will be docketed and the Commissioners will each receive a copy.

Regards,

Bradley Morton
Public Utilities Consumer Analyst
End of Comments

Date Completed: 7/23/2009

Opinion No. 2009 - 80555

3W 20445A - 09 - 0077

W 20446A - 09 - 0080

W 02451A - 09 - 0078

W 02450A - 09 - 0081

W 01732A - 09 - 0079

W 01212A - 09 - 0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80556

Date: 7/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Bill Last: Mahon

Account Name: Bill Mahon

Home: (520) 000-0000

Street: n/a

Work:

City: Maricopa

CBR:

State: AZ Zip: 00000

is:

Utility Company: Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Lori Mahon [REDACTED]
Sent: Tuesday, July 21, 2009 5:17 PM
To: Utilities Div - Mailbox
Subject: FW: PRICE HIKES FROM GLOBAL WATER
Importance: High

- DOCKET #S
- SW-20445A-09-0077
- W-02451A-09-0078
- W-01732A-09-0079
- W-20446A-09-0080
- W-02450A-09-0081
- W-01212A-09-0082

Hello,

First of all do you think its possible to add a few more numbers and letters to the DOCKET ITEMS ??? I Have just finished reading the front page of THE COMMUNICATOR (our local paper in the city of Maricopa) I am very upset about the proposed rate increases, I am also puzzled by the sewer charge increase, the article briefly glides over that one, how do they arrive at that number? And how much would it increase per year? I reviewed my last months bill and if I am reading the article correctly, my bill would DOUBLE in the next three years. Please clarify that for me??

Your article also mentions that revenue is down and you would like to make a 10% profit, (wow that would be nice) I work for a large electrical outfit and we are having a hard time getting work @ 5% profit, I think that in this economy you are asking for way too much, maybe your company higher ups and CEOs should take a pay cut. I am just waiting for the day when my electric bill doubles, I wonder if this is all related to cap and trade?? I would really like to hear back from you people on where all the money goes.....

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Thanks for your time
Bill Mahon
Your valued customer....
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Thursday, July 23, 2009 7:52 AM
Subject: Global Water

Mr Mahon,

I would like to acknowledge receipt of your opinion regarding the the Global Water rate case. It will be docketed and Commissioners will receive a copy of your opinion.

Regards,

Bradley Morton
Public Utilities Consumer Analyst II
End of Comments

Date Completed: 7/23/2009

Opinion No. 2009 - 80556

SW 20445A-09-0077

W 20446A-09-0080

W 02451A-09-0078

W 02450A-09-0081

W 01732A-09-0079

W 01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80561

Date: 7/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Kamil Last: Wlodarczyk

Account Name: Kamil Wlodarczyk Home: (520) 000-0000

Street: n/a Work:

City: Maricopa CBR:

State: AZ Zip: 00000 is:

Utility Company: Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

From: Kamil Wlodarczyk [REDACTED]
Sent: Tuesday, July 21, 2009 11:52 AM
To: Utilities Div - Mailbox
Subject: Global Water Rate Hike

On December 14th, 2009, Global Water will be proposing a rate hike to the Maricopa City area water billing. I find this request completely unacceptable and unwarranted given the comparative costs of water in Maricopa city vs. the greater Phoenix area.

Global Water, although providing a service, are not doing so for the people of the city of Maricopa. For a non-profit service supplier, Global Water has incredibly high rates already. I pay on average \$80-100 per month for an equivalent amount of water in which Phoenix costs on the order of \$60 per month. Their sewage charges are outrageous, and I have also run into numerous billing issues with Global Water, and their unacceptable policies with regards to termination of services. There have been several months where I have not received a bill from them in time and in turn had my water turned off without any warning. I cannot attribute these screw ups solely to my mistakes, as I have not had ANY issues with any of my other service providers.

Additionally, Global Water is extremely unwilling to work with the consumer in extenuating circumstances. Their customer service is laughable, and I believe is largely attributed to the fact that they are the only source for water in the Maricopa area.

I firmly and vehemently oppose any rate hike they may be proposing. I have read through their plan and it appears as though most people in the Maricopa area would have their bill significantly increased. Their new usage tiers would further burden the people of the city, and will further strain the already struggling expansion of the city in these tough economic times.

Reference Docket Numbers:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

SV-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Thursday, July 23, 2009 8:36 AM

Subject: FW: Global Water Rate Hike

Your opinion regarding the Global Water rate increase has been acknowledged by the Arizona Corporation Commission. It will be docketed and the Commissioners will receive copies.

Regards,

Bradley Morton

Public Utilities Consumer Analyst II

End of Comments

Date Completed: 7/23/2009

Opinion No. 2009 - 80561
